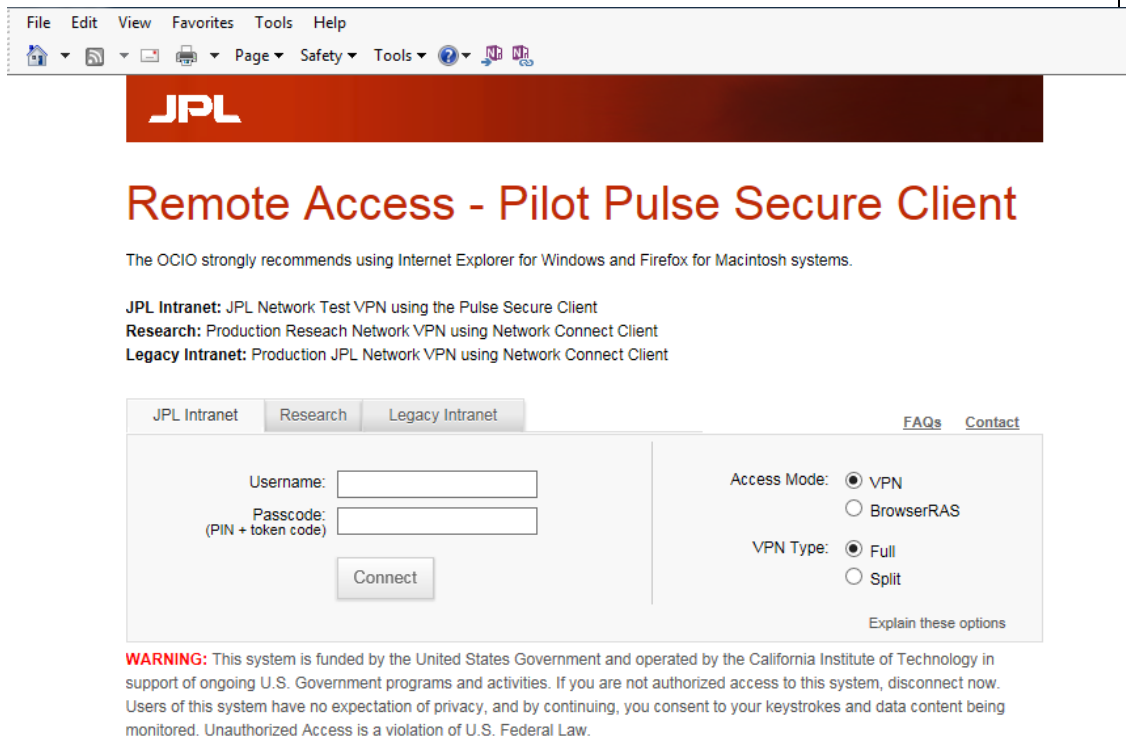


JPLNet-L1-RAS-PulseSecureClientWindows													
Purpose/Scope	This procedure provides instructions for IT Operations on how to install the Pulse client along with Host Checker on Microsoft Windows systems. This can be done either through a RAS Portal browser session, or through a standalone client.												
Problem	Need to install the new Pulse VPN client and Host Checker on Windows systems.												
Audience	End Users, Help Desk, and Ops												
Trigger	Require access to JPL resources from remote locations												
PROCEDURE													
Pre-Reqs	<p>1. Remote Access account to the corresponding VPN Portal:</p> <table border="1"> <thead> <tr> <th>Environment:</th><th>URL:</th></tr> </thead> <tbody> <tr> <td>RAS Portal</td><td>https://connect.jpl.nasa.gov</td></tr> <tr> <td>Full Tunnel VPN</td><td>https://jplvpn.jpl.nasa.gov/full</td></tr> <tr> <td>Split Tunnel VPN</td><td>https://jplvpn.jpl.nasa.gov/split</td></tr> <tr> <td>Full Tunnel VPN - Linux</td><td>https://jplvpn.jpl.nasa.gov/full/linux</td></tr> <tr> <td>Split Tunnel VPN - Linux</td><td>https://jplvpn.jpl.nasa.gov/split/linux</td></tr> </tbody> </table> <p>2. A web browser such as Internet Explorer version 11.0 (highly recommended) or later or Firefox version 38.4 ESR and later. Google Chrome, while stated as supported, is incompatible, so please use IE 11 or Firefox 38+. The Microsoft Edge browser, which is the default web browser in Windows 10, is currently unsupported.</p> <p>3. A JPL-issued RSA SecurID Token (available at https://dir.jpl.nasa.gov/tfa/)</p> <p>4. Java version: Oracle JRE 8 and later.</p> <p>5. Microsoft Windows 7, 8 or 10.</p> <p>Refer to the <i>ps-pcs-sslvpn-8.1r5-supportedplatforms.pdf</i> document for further details on supported system platforms.</p>	Environment:	URL:	RAS Portal	https://connect.jpl.nasa.gov	Full Tunnel VPN	https://jplvpn.jpl.nasa.gov/full	Split Tunnel VPN	https://jplvpn.jpl.nasa.gov/split	Full Tunnel VPN - Linux	https://jplvpn.jpl.nasa.gov/full/linux	Split Tunnel VPN - Linux	https://jplvpn.jpl.nasa.gov/split/linux
Environment:	URL:												
RAS Portal	https://connect.jpl.nasa.gov												
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Full Tunnel VPN - Linux	https://jplvpn.jpl.nasa.gov/full/linux												
Split Tunnel VPN - Linux	https://jplvpn.jpl.nasa.gov/split/linux												
Background	JPL provides remote access into the JPL network through a VPN portal, utilizing the Pulse Secure client to provide connectivity while Host Checker is used to verify if the system used to connect is JPL-issued.												
Diagnose													
Solve	<p>How To Install From A Web Browser:</p> <ol style="list-style-type: none"> 1. Open a browser session and connect to the appropriate VPN environment https://npe-connect.jpl.nasa.gov. 2. Enter your JPL Username and Passcode (PIN+RSA Token) and click on the "Connect" button. 3. This procedure should only be undertaken when the Pulse Secure VPN client and Host Checker need to be installed. 4. To begin downloading Pulse Secure Client, navigate to the following RAS Portal URL: https://npe-connect.jpl.nasa.gov/ 5. Once the webpage has loaded successfully, you will be required to enter your JPL username and TFA password and click "Connect" to proceed. 												



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JPL

Remote Access - Pilot Pulse Secure Client

The OCIO strongly recommends using Internet Explorer for Windows and Firefox for Macintosh systems.

JPL Intranet: JPL Network Test VPN using the Pulse Secure Client
Research: Production Research Network VPN using Network Connect Client
Legacy Intranet: Production JPL Network VPN using Network Connect Client

JPL Intranet Research Legacy Intranet [FAQs](#) [Contact](#)

Username:

Passcode:
(PIN + token code)

Connect

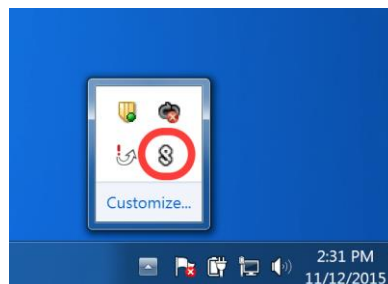
Access Mode: ☒ VPN
☐ BrowserRAS



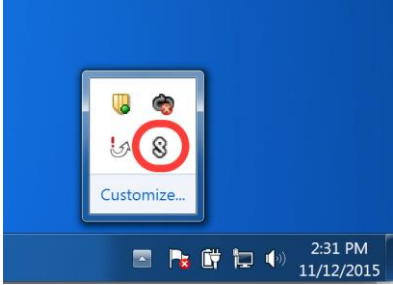
VPN Type: ☒ Full
☐ Split

[Explain these options](#)

WARNING: This system is funded by the United States Government and operated by the California Institute of Technology in support of ongoing U.S. Government programs and activities. If you are not authorized access to this system, disconnect now. Users of this system have no expectation of privacy, and by continuing, you consent to your keystrokes and data content being monitored. Unauthorized Access is a violation of U.S. Federal Law.

6. After initial login, the Host Checker plugin will be installed. If your "User Account Control" settings are set to "Default" or "Always Notify", Windows will prompt you if you want the program to make changes to the computer. Click on the "Yes" button at the prompt. You may need to enter your username and password to continue.
7. The "Setup Control – Warning" pop-up window for Host Checker will appear (if not, check the Taskbar). Click the "Always" button. The Host Checker plugin will be downloaded and installed.
8. After the Host Checker plugin is installed, the Pulse Secure client will be installed. If your "User Account Control" settings are set to "Default" or "Always Notify", Windows will prompt you if you want the program to make changes to the computer (if not, check the Taskbar). Click on the "Yes" button at the prompt. You may need to enter your username and password to continue.
9. The "Setup Control – Warning" pop-up window for Pulse Secure will appear (if not, check the Taskbar). Click the "Always" button. The Pulse Secure client will be downloaded and installed.
10. You should now be connected.
11. This is verified by the hidden icon box:



	<p>a.  = Pulse Secure Connected Icon</p> <p>b.  = Pulse Secure Not Connected Icon</p> <p>12. To Disconnect, click the Pulse Secure Connected Icon and click "Disconnect."</p>
Verify	<p>You should now have the Pulse Client installed on your system, and can be verified with an "S" shaped icon in your system tray as shown below:</p> 
Exit	
Escalate	
ADMINISTRATIVE	
Initial Release	November 12,2015
Last Reviewed	April 7,2016
Author	Brian Guevara, Michael Scharf
Keywords	vpn, pulse, secure, remote access, host checker
Service	VPN
Level	1
Related Docs	<i>ps-pcs-sslvpn-8.1r5-supportedplatforms.pdf</i>